

# In\$urance CIO Outlook

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CLAIMS  
PROCESSING AND  
MANAGEMENT  
EDITION



*AWARDED BY*  
**Insurance CIO Outlook**



## A Global TPA Leveraging Litigation Expertise and InsurTech to Serve the London Insurance Market

Lloyd's and the London Market are the heartbeat of the world's specialist insurance and reinsurance marketplace. This complex market of managing agents, underwriters, syndicates, coverholders, and brokers drives the demand for claims management service providers to embrace digitalization. Meeting this challenge is TransEleven Claims Managers. Founded in 2014, TransEleven, has grown to become one of the most respected third-party claims administrators in the U.S., serving the London Insurance Market.

TransEleven provides comprehensive claims administration, litigation management, and program development services to foreign and domestic insurers who underwrite and manage risk. TransEleven specializes in claims administration services for programs placed by coverholders authorized to work in the London Market.

TransEleven is led by a team of executives with 60+ years of experience providing claims management services to the professional liability and excess surplus arena with a focus on speciality PL/GL programs and open market contracts in the London marketplace. At TransEleven, claims are managed by Claims Counsel, all of whom are experienced attorneys with insurance defense, litigation, and coverage backgrounds in a variety of practice areas and risk exposures such as PL/GL, EPL, E&O, Property/Specialty Risk, Construction, Products Liability, Cyber/Tech Liability, Medical Malpractice and Healthcare Liability.

### Litigation Expertise Combined With Enterprise Technology

"TransEleven is a London Market expert and a Lloyd's approved Delegated Claims Administrator (DCA). DCAs participate in a rigorous approval and ongoing compliance process. This distinction, in addition to our litigation expertise sets us apart from other third-party administrators," says Chief Executive Officer, Shelle Hobbs. "This allows us to provide clients with solid case management strategies to obtain the most cost-effective, claims resolutions possible, executed with the highest level of service and efficiency."

While many TPA's are still utilizing paper systems or Office applications to manage claims, TransEleven has built a business



model centered on enterprise technology. As an early adopter of remote work teams, they were able to operate without business interruption during the Covid pandemic. By utilizing FileHandler, an agile cloud-based claims management and reporting software, TransEleven meets the needs of complex specialty PL/GL programs.

According to CEO, Shelle Hobbs, TransEleven utilizes customized report builders, data analytics, notification tools, and detailed claim notes dashboards. "Our process is built on proactive claims analysis, providing timely reserve recommendations and prompt client communications. In addition to our claims submission portal, clients have real time, cloud based access to all claim information and file documents," Hobbs notes. "All TransEleven attorneys are also skilled in other proprietary systems such as Genasys, as well as legal analytics software systems and multiple insurance adjuster platforms."

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### Claims Administration Elevated

Through specialized data capture, TransEleven tracks claims through their lifecycle from loss to settlement. They leverage this technology to meet the complex regulatory and reporting requirements of Lloyd's and the London Insurance Market, including MMSEA and Bordereau reporting. Bordereau reporting is a core function of the reinsurance industry and contract requirements.

TransEleven understands the transforming role technology will continue to play in driving effective risk management, including Lloyd's strategic focus on delivering a digital marketplace through Blueprint Two. As the market adopts these standards, TransEleven is uniquely positioned to serve clients by further developing similar digital core competencies in its claims management processes. This is why TransEleven has earned the reputation of **claims administration elevated. IO**